

CITY OF LINCOLN
SENIOR OFFICE ASSISTANT

<i>Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.</i>
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DEFINITION:

Under general supervision, learns to perform and performs difficult, complex, specialized and/or confidential office support to various City offices, which may require the exercise of independent judgment, the application of technical skills, or a knowledge of detailed or specialized activities related to the department to which assigned; performs related work as assigned; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs and maintains records and other documents; learns policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Senior Office Assistant** is the advanced journey level classification in the office support series in which incumbents are expected to independently perform the full scope of assigned duties. Incumbents perform a full range of complex and difficult specialized office support duties, with responsibilities requiring the use of independent judgment or the application of technical or related skills. Incumbents often function as the only office support for an organizational or functional unit. This class is distinguished from the next higher classification of Office Supervisor in that the latter has a broader supervisory responsibility for the functioning of an entire office.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from professional, supervisory and/or management level staff. May exercise technical and functional supervision over assigned staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Provides difficult, complex, specialized and/or confidential office support to various City offices, which may require the exercise of independent judgment, the application of technical skills, or a knowledge of detailed or specialized activities related to the department to which assigned; performs related work as assigned; assists the public by providing information personally or directing information requests according to established procedures; sorts, logs and maintains records and other documents.
- Provides information to the public or to City staff that may require the use of judgment and the interpretation of policies, rules or procedures; responds to questions and concerns from the general public; receives visitors and telephone calls and directs them to the appropriate information source; represents the City to all callers and visitors in a professional and customer friendly manner; assists the public in filling out forms and supplies information regarding fees, permits, legal requirements, procedures and services provided by City departments.

- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic, statistical and payroll calculations; compiles and maintains records; maintains centralized division/department records and files; inputs, updates and retrieves data such as mailing lists and registrations; designs and develops flyers and brochures; determines proper spelling and grammar; develops proper formats for forms, charts and reports.
- Proofreads and checks typed and other materials for accuracy, completeness, and compliance with departmental policies and regulations; types correspondence, reports, forms, and specialized documents from drafts, notes, dictated tapes, or brief instructions, using a typewriter or word processor; prints and distributes final documents.
- Receives and processes fees, fines or other money; prepares receipts and balances money received; issues permits; orders supplies and materials.
- Makes appointments and maintains a calendar and tickler files; schedules and arranges meetings and makes travel arrangements; organizes meetings by notifying participants, making room arrangements and preparing required informational materials; sorts and distributes mail received by departmental staff.
- Maintains office equipment and facilities; requests and follows up on building maintenance and custodial services; operates and performs routine preventative maintenance on office machines, including data/word processors, copiers and field dispatch equipment.
- May assist with and/or administer special projects; coordinates specific projects, including fostering cooperative working relationships with civic groups, inter-governmental agencies and City staff; helps develop, implement and maintain goals, objectives, policies and priorities for assigned projects and service areas; helps ensure that established goals and priorities are achieved; attends and participates in professional and community meetings; stays current on related issues; serves as a technical resource.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Senior Office Assistant**. A typical way of obtaining the required qualifications is to possess the equivalent of five years of increasingly responsible, complex, technical and confidential office support experience, and a high school diploma or equivalent. A bachelor's degree in a related field may substitute for the five years of experience.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Complex and technical office and administrative policies and procedures; specified computer applications involving word processing, data entry, database access and/or standard report generation; business arithmetic; business letter writing and the standard format for typed materials; depending on assignment, knowledge of accounting, clerical, construction, law enforcement, legal and computer terminology may be required; administrative procedures affecting inventory, purchasing, accounting and personnel/payroll transactions; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Provide general clerical support to a specialized work unit; read, understand and review documents for accuracy and relevant information; use applicable office terminology, forms, documents and procedures in the course of work; learn the policies, procedures and guidelines of the department to which assigned in a timely manner; learn more complex principles, practices, techniques and regulations pertaining to assigned duties; develop and coordinate work programs; compose correspondence or documents; meet critical deadlines; perform mathematical calculations quickly and accurately; implement, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard office equipment, including a computer and variety of word processing and software applications; type accurately from clear copy at a rate of 45 net words per minute.